



DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 2000.1A

Code 0104

26 Feb 1996

NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 2000.1A

From: Commanding Officer

Subj: USE AND MAINTENANCE OF TELEPHONES

Ref: (a) CCO P2000.1B

Encl: (1) Telephone Service Request, MCAGCC Form 29P-2067/3

1. Purpose. To publish regulations and information regarding the use and maintenance of telephones.

2. Cancellation. NAVHOSP29PALMSINST 2000.1.

3. Discussion. Telephone service at this Command is provided on a reimbursable basis by MCAGCC, Twentynine Palms, California. Reference (a) contains regulations governing the use and maintenance of the base telephone system which apply to this Command as a user of the base system. This instruction contains further policy and guidance and assigns responsibilities for the proper management, maintenance and use of the telephone system at Naval Hospital, Twentynine Palms, California. The Naval Hospital Telephone Directory published under separate cover sets forth the different types of telephone services available and contains instructions on the use of the telephone system. All personnel should be familiar with the various types of service and use the most economical service whenever possible.

3. Policy

a. Official Telephones. Telephones installed at this Command are designated official telephones and are for official use only. This specifically includes DSN and leased lines. All personnel are cautioned not to place long distance personal calls and bill them to government numbers as it is a violation of Federal law and may result in disciplinary action. Personal call (calling family members/friends, making appointments, automobile repair, ordering flowers, etc.) must be made on a pay telephone or billed to a non-Combat Center telephone number. These calls will be billed to a calling card, collect, or third party. These calls are only authorized under the following conditions:

- (1) Do not adversely affect the organizational mission.
- (2) Are of a reasonable duration and frequency, and

cannot be reasonably be made at another time or location (pay phone).

(3) Does not result in charge to the Combat Center, even if the individual intends to reimburse.

b. Conservation. The telephone system shall be managed and used as economically as possible consistent with the Command mission. Optimum use shall be made of DSN and leased lines. Attention should be paid at all levels to conservation of telephone service. This especially includes prompt action to remove telephone lines that are not needed.

c. Telephone Work. Reference (a) states that no work will be done on telephone equipment by personnel other than Base Telephone.

d. Telephone Related Equipment. Any department planning to obtain equipment that interfaces with the telephone system (i.e., modems, telecopiers, printers, dictating equipment, answering devices) will notify the Telephone Officer who will obtain technical advice from base Telephone on the compatibility of the equipment with the system. No equipment requiring telephone interface will be procured prior to obtaining technical approval.

e. Trouble Calls. Telephone trouble calls will be made by calling extension 2732 during normal working hours. After hours, weekends and holidays trouble calls will be made by calling extension 7200.

4. Classes of Telephone Service

a. Class "A" (Official). Telephones authorized for transaction of official government business. This service provides for access to local commercial service and toll trunks through the Base switchboard. Toll charges are paid from appropriated funds. This telephone has access to the Defense Switched Network (DSN).

b. Class "B" (Unofficial). Telephones that are installed within or in the vicinity of the Base and are connected to military switchboards for unofficial use. This service may or may not be permitted access to the local commercial telephone service and toll trunk authorization. Toll charges are paid from non-appropriated funds or individual subscribers.

c. Class "C" (Official-Restricted). Telephones installed for transaction of official business, restricted to the base.

d. Defense Switched Network (DSN)

(1) General. The Defense Switched Network (DSN) is the principal longhaul, voice communication network within the Department of Defense Communications System, providing rapid direct intercommunication of military and other installations worldwide. The purpose of DSN is to handle essential command and control, operations, intelligence, logistics, diplomatic and administrative traffic.

(2) Use of DSN. DSN will only be authorized for official communication only and will be restricted to:

(a) Only those calls that are essential and require a timeliness that cannot be obtained by other means.

(b) The minimum time required to accomplish the official business normally not exceeding a continuous transmission time of 15 minutes nor a total time of one hour during normal working hours.

(c) Calls where other existing government provided telephone service is not adequate.

(3) DSN User Instructions - General:

(a) All DSN calls will be considered routine unless the switchboard operator is otherwise informed.

(b) Users with operator-access to DSN should:

1 Verify the DSN number.

2 Dial "88" and wait for dial tone.

3 Dial the DSN number desired.

4 If the DSN number is not known, consult the "DSN Listing" in the Base telephone book, the DSN Telephone Book, or dial "0" (Base Operator) and obtain the desired telephone number.

(4) DSN User Calling Instructions - Specific. (Used in conjunction with out-of-state and Northern California Toll calls). Using the DSN Telephone Book or by dialing the Base Operator; dial the applicable DSN Operator nearest the location desired, i.e., Norfolk, VA., Philadelphia, PA., etc., and request that the cognizant operator dial the telephone number desired.

(5) DSN User Trouble Reporting. When trouble is encountered by users while utilizing DSN, the following procedures should be taken:

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(a) Report the trouble immediately to the Telephone Officer or the Officer-of-the-Day (other than normal working hours).

(b) Give details of the DSN trouble as follows:

1 Your extension number.

2 The DSN number called.

3 Brief description of trouble.

e. Collect Calls. Only official government calls will be accepted and billed to the extension.

(1) Collect calls shall be accepted only in the following situations:

(a) Notification by civilian authorities of injured or hospitalized active duty members of the Armed Forces.

(b) Official matters of importance to the operation of this Command, i.e., inbound air transportation of patients, decedent affairs matters, etc.

(c) Official calls from staff medical consultants when responding to requests for medical assistance.

(2) No person shall accept unofficial or personal long distance collect telephone calls that result in a charge to an official telephone or billing number. Such action constitutes fraud. Violation of this provision subjects a person to prosecution under the Uniform Code of Military Justice (UCMJ).

f. WATS Calls. Official commercial telephone calls to area codes 213, 714, and 805 may be effected by dialing "0" for the Base Operator and requesting WATS assistance to the number desired. Calls must be made from a Class "A" line only and must be limited to a five minute duration.

g. Minimize - Telephone. During periods of minimize, authority to originate or certify calls (DSN or leased lines), will be limited to the Commanding Officer, Executive Officer, Director for Administration and Director for Nursing Services.

5. Action

a. Command Telephone Officer is designated in writing by the Commanding Officer and is responsible for coordinating the proper operation of the telephone system within the Command and shall:

(1) Verify the long distance telephone bill and initiate investigations as necessary to identify personnel placing unauthorized long distance telephone calls.

(2) Monitor overall telephone expenses and take the appropriate action to ensure abuse is identified.

(3) Review each telephone service request, enclosure (1), and take the appropriate action.

(4) Interface with Base telephone to ensure this Command's mission is met.

(5) Prepare and maintain a current telephone directory.

(6) Make periodic phone surveys to determine the necessity for service.

(7) Approve or disapprove all requests for exemptions as specified in paragraph 4.b.(5) of this instruction.

b. Department Heads shall:

(1) Enforce the policy prohibiting personal calls on official telephones.

(2) Promptly request removal of excess telephones.

(3) Request service or service changes using enclosure (1).

(4) Identify toll numbers used on a recurring basis, to the Command Telephone Officer (Head, Facilities Management Department).

(5) Approve toll calls of an official business nature during normal working hours. After normal working hours, the OOD may authorize such calls.

(6) Review monthly long distance telephone bill, sign certification sheet and return to the Command Telephone Officer.

c. All Hands shall:

(1) Refrain from using official telephones for personal calls, ensuring all calls are as brief as possible.

(2) Answer the telephone by identifying themselves and their location, being polite, courteous, and considerate.

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6. Security. Long distance telephone circuits are susceptible to monitoring and interruption. The DSN is not secure and users are reminded that care must be exercised in accordance with established security instructions to avoid divulging or alluding to classified material.

7. Applicability. This instruction is applicable to all personnel on board Naval Hospital, Twentynine Palms, California.

8. Forms. MCAGCC Form 29P-2067/3, telephone Service Request, SN 0000-01-HO2-2461 is available through the Self Service Center.



C. S. CHITWOOD

Distribution:
List A